

TOWN OF NEWINGTON

TITLE: **Public Safety Dispatcher**

GRADE: PS-1

DEPARTMENT: Police Department

DATE : NTC Adopted 12/11/07

POSITION DESCRIPTION

Under supervision, provides communication and support to Police, Fire, Emergency Medical and other governmental services. Receives and records emergency and routine business calls. Dispatches Town emergency forces and/or other resource agencies, in accordance with prescribed policies and procedures, often requiring immediate independent judgment. The Public Safety Dispatcher is a civilian, non-sworn position.

Public Safety Dispatchers will work shifts as determined by contractual agreement. This includes days, nights, weekends and holidays. Dispatchers may also be on call and subject to order-in work situations based on the emergency needs of the department.

ESSENTIAL JOB FUNCTIONS

- Inputs and accesses information via automated law enforcement systems and Computer Aided Dispatch (CAD) system.
- Coordinates dispatching of emergency Police, Fire, EMS and other public safety equipment by receiving and transmitting radio calls.
- Inputs and retrieves computer data quickly.
- Types letters, forms and reports on computer keyboards and makes entries into automated record files.
- Processes emergency requests for service.
- Answers questions and provides information to the public over the telephone. Relates effectively to those contacted in the course of work.
- Prepares reports and paperwork as required.
- Uses good judgment in making decisions in emergency and routine situations.

ADDITIONAL JOB FUNCTIONS:

- May perform additional tasks and duties as requested.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Good working knowledge of the duties and problems related with Police, Fire and EMS work.
- Working knowledge of the streets and locations in town.
- Ability to follow written and oral instructions.
- Ability to make rapid and sound judgments.
- Ability to give clear, concise oral instructions.
- Ability to foster good community relations with all callers.
- Ability to maintain accurate, up-to-date files and logs.
- Ability to monitor and operate Closed Circuit Television (CCTV) equipment of Police and Town Hall buildings, including monitoring of prisoners in custody.
- Ability to operate Computer Aided Dispatch (CAD) equipment and monitor and operate Police, Fire, EMS and other municipal frequencies.
- Ability to conduct inquiries on individuals using the automated wants and warrants.
- Ability to be trained and operate a number of law enforcement and other computer systems.
- Type from clear printed copy at a speed of 30 net words per minute.

REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS

- Works in office setting subject to continuous interruptions.
- Exposure to video display terminals on a daily basis.
- Ability to work under stress from demanding deadlines and changing priorities and conditions.
- Ability to sit/ remain/ stand continuously for prolonged periods of time.
- Ability to hear normal sounds with some background noise and to communicate effectively.
- Ability to concentrate on fine detail with constant interruption.
- Ability to attend to task/ function for more than 60 minutes at a time.
- Ability to carry and lift documents and office equipment weighing up to 20 pounds.
- Ability to file letters, correspondence, reports, etc. in file cabinet drawers ranging from 1' to 4' from the floor.
- Vision correctable to 20/30 with normal color vision.
- Ability to remember multiple task/ assignments given to self and others over long periods of time.
- Ability to work alone.

REQUIRED MINIMUM QUALIFICATIONS

The skills and knowledge required would generally be acquired with any combination equivalent to graduation from high school, and;

- Two (2) years of responsible full-time working experience; or
- One (1) year experience in Police, Fire or EMS dispatching; or
- Any equivalent combination of experience and training

LICENSE OR CERTIFICATE:

- Possession of a valid State of Connecticut Driver's License

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.